



Departmental Quarterly Performance Report

Department Name: Employee Relations

**Reporting Period:
FY 2002-2003
Third Quarter**

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Departmental Quarterly Performance Report

Department Name:

Reporting Period:

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

Reporting Period:

<u> </u> <u> </u> Strategic Plan
<u> </u> <u> </u> Business Plan
<u> </u> <u> </u> Budgeted Priorities
<u> </u> <u> </u> Customer Service
<u> </u> <u> </u> ECC Project Workforce Dev.
<u> </u> <u> </u> Audit Response
<u> </u> <u> </u> Other _____ (Describe)

<input type="checkbox"/>	Strategic Plan
<input type="checkbox"/>	Business Plan
<input type="checkbox"/>	Budgeted
<input type="checkbox"/>	Priorities
<input type="checkbox"/>	Customer
<input type="checkbox"/>	Service
<input type="checkbox"/>	ECC Project
<input type="checkbox"/>	Workforce
<input type="checkbox"/>	Dev.
<input type="checkbox"/>	Audit
<input type="checkbox"/>	Response
<input type="checkbox"/>	Other _____
	(Describe)

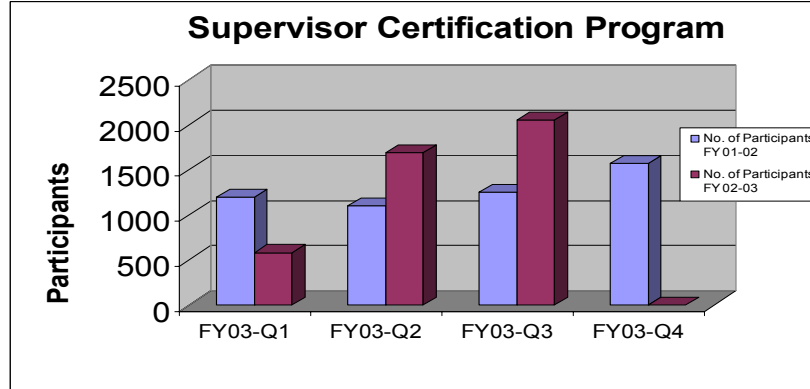
	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 01-02	22	21	19	19
FY 02-03	19	19	22	

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County Mgr. Priority (Circle One): **People** Service Technology Fiscal Responsibility
 Provide countywide training and employee development opportunities to all employees through MDCU. Centralize training programs and provide training solutions to facilitate long range objectives.



Staff Count: Training Unit

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 01-02	6	6	10	13
FY 02-03	13	12	12	

☐ Strategic Plan
☒ Business Plan
☐ Budgeted
 Priorities
☐ Customer
 Service
☐ ECC Project
☐ Workforce
 Dev.
☐ Audit
 Response
 Other _____
 (Describe)

County Mgr. Priority (Circle One): People **Service** Technology Fiscal Responsibility

ECC – 882 Automated payroll entry - Automate entry of payroll information to increase efficiencies

- Phase I (“Home-grown” ITD application)- implementation scheduled for end of current fiscal year (viewed as a short-term solution)
- Phase II (HRIS System). Long-range solution

☒ Strategic Plan
☒ Business Plan
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 Service
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 Response
 Other _____
 (Describe)

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MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

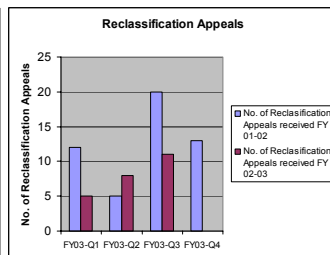
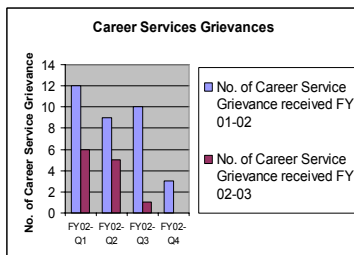
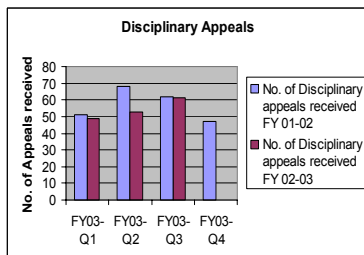
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County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*
 Maintain a harmonious working relationship between Miami-Dade County and the certified collective bargaining units; greater efficiencies achieved by more balanced collective bargaining with goals of enhanced efficiency.

Process a variety of employee appeals.



Staff Count: Employee Appeals Unit

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 01-02	3	3	3	3
FY 02-03	3	0	0	

☐ Strategic Plan
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 Other _____
 (Describe)

County Mgr. Priority (Circle One): *People* *Service* **Technology** *Fiscal Responsibility*

ECC 812 Payroll re write – rewrite the employee master file portion of the payroll system facilitating future development of an enterprise HR system

- Implementation scheduled for August 2003
- Provides easier maintenance (table-driven rather than hard-coded) and greater system stability

☐ Strategic Plan
☐ Business Plan
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☐ Audit
 Response
 Other _____
 (Describe)

County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility*
 ECC-788 Implement an Interactive Voice Response System (IVR).

Expected to be completed by 4th qtr 2002-2003

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	(Describe)
<p>County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility</p> <p>Implement an Employee Feedback Survey component to the Management Performance Appraisal Pilot Project.</p> <p>Vendor was selected and Phase 1 of Employee Feedback Survey project was initiated May 2002-2003 however, due to funding limitations, project development was postponed per instructions from OMB. The vendor was formally notified.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted</p> <p>Priorities <input type="checkbox"/></p> <p>Customer Service <input type="checkbox"/></p> <p>Workforce Dev. <input type="checkbox"/></p> <p>ECC Project <input type="checkbox"/></p> <p>Audit <input type="checkbox"/></p> <p>Response <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility</p> <p>ECC 796 Countywide Pay Plan review – Conduct a comprehensive review of the County's Pay Plan and Classification Plan and develop a method & model to simplify both.</p> <p>HR consultant is presently assisting the County in the redesign of County Pay Plan and Compensation system. It is anticipated that the recommendations from the study will result in value added efficiencies: simplify the Pay Plan, expedite the reclassification process, reduce errors in pay administration and provide for better checks and balances on County compensation.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted</p> <p>Priorities <input type="checkbox"/></p> <p>Customer Service <input type="checkbox"/></p> <p>Workforce Dev. <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> ECC Project</p> <p>Audit <input type="checkbox"/></p> <p>Response <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>(Describe)</p>

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<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>ECC 718 Human Resources Mgmt – Continue to assess support services for all service depts. To ensure that all personnel needs are effectively & efficiently met. Initiated a departmental business process review to update existing processes and procedures. The first area to be reviewed is the Recruitment unit. ERD also completed the first Employee Relations Customer Satisfaction Survey which will provide a base line for future performance data and assist in determining user dept. service needs.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted</i></p> <p><i>Priorities</i> <input type="checkbox"/></p> <p><i>Customer Service</i> <input type="checkbox"/></p> <p><i>Workforce</i> <input type="checkbox"/></p> <p><i>Dev.</i> <input checked="" type="checkbox"/></p> <p><i>ECC Project</i> <input type="checkbox"/></p> <p><i>Audit</i> <input type="checkbox"/></p> <p><i>Response</i> <input type="checkbox"/></p> <p><i>Other</i> _____</p> <p>(Describe)</p>

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	143	145	140	5	137	8	130	15		

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Personnel Services – *Personnel Ops Coordinator* – functions as the Admin. Assist. To division director and performs extensive project work. Vacancy has resulted in slippage in the IVR project and greatly impacted daily service delivery as it troubleshoots many operational problems.

Internal Placement Coordinator – Oversees the operations of the Center for Employment Application; coordinating & processing of countywide layoff and internal placement activities; and coordinating & participating in section projects. Vacancy will negatively impact timely processing of layoff related actions and service delivery to County departments.

Employment Representative – provides clerical support in the resume processing area and will provide support to the IVR call center. Vacancy will negatively impact timely processing & staffing of the call center.

Labor Management and Employee Appeals – *Secretary*: To provide key critical support to the section. Lack of this position jeopardizes the ability to process appeals in a timely manner.

Admin. Services – *Personnel-Payroll Services Clerk (1)* Personnel-Payroll Services Clerk vacancy has existed and the Division has made every attempt to streamline operations, rotate staff, and utilize overtime sparingly to satisfy our operational needs. Although this position is relatively low-paying, it is essential to the smooth and efficient operation of ASD. The primary function is to deliver, pick-up and file the PARs, answer customer inquiries, and distribute reports County-wide. These are all critical functions for the Division. Despite our best efforts, the ERD back filing project and our service levels have been negatively impacted by this vacancy, since we have been primarily utilizing the File Room staff to fill in when necessary.

Dept. Admin. Admin. Support Unit – *Account Clerk*: Critical to cost recovery efforts for the dept. including MDCU, employment advertising, etc.

Career Development Division – *Program Coordinator for MDCU*. This position supports functions of Division Manager and Division Director for MDCU projects.

C. Turnover Issues

D. Skill/Hiring Issues Personnel-Payroll Technicians require 6-12 months of training to acquire knowledge about the personnel and payroll rules, labor agreements, and to utilize the payroll system.

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E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

ERD has one long term part time position, Employment Industrial Psychologist.

F. Other Issues

ASD needs to develop and maintain a broader management infrastructure.

ASD requires more support staff to attend to ancillary duties

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FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
♦ Gen Fund	8442	7932	1983	1983	5949	5949	0	75
♦ Reimb	940	1939	485	485	1455	1455	0	75
♦								
♦								
Total	9382	9871	2468	2468	7404	7404	0	75
Expense*								
Salary	7314	6999	1750	1341	5250	5076	174	73
Fringes	1748	1870	467	418	1401	1413	-12	76
Other Oper	320	1002	251	169	753	916	-163	91
Total	9382	9871	2468	1928	7404	7405	-1	75

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

ERD is processing reimbursements to recover costs expended for MDCU including training coordinated for FIU, Miami-Dade Community College, New Horizons; GSA Risk Management; WASD; Testing & Validation; the MOU with MDT/OPTM, etc.

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STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

Requires compliance with the County Manager's mandatory participation in Miami-Dade County University. Also, requires elimination of training redundancy and duplication.

ERD requires focus on performance standards by maintaining staffing levels while moving forward with modernization plan.

More realistic resource levels to comply with value added internal support level.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature

Department Director

Date _____